



## ARIZONA DEPARTMENT OF INSURANCE

2910 N. 44<sup>th</sup> Street, Ste. 210 ~ Phoenix, AZ 85018  
(602) 364-2499 ~ [www.id.state.az.us](http://www.id.state.az.us)

### **Ways to Avoid Being a Victim of Phony Insurance**

**The best protection is prevention!** You wouldn't choose a nursing home or hire a builder without doing some homework...the same applies to insurance!

- **Verify before you buy!** Check the validity of the insurance company *and* agent by contacting the Department of Insurance:

[www.id.state.az.us](http://www.id.state.az.us) or (602) 364-2499 or  
(800) 325-2548 outside Phoenix

(Check the exact insurance company name being used -- scam companies often use names similar to legitimate insurance companies).

- Fake insurance comes in *all* types: health, boat, medical malpractice, surety, business and professional liability, long term care. It is marketed to *all* types of people and businesses.
- Don't let slick looking websites, business cards, "official" forms, and marketing materials persuade you that an insurance entity is legitimate.
- Review documentation carefully—make sure it looks "original", not photocopied; look for a seal and authentic signatures.
- If the paperwork looks suspicious, contact the insurance company listed to verify that a policy was issued and call the Department of Insurance to verify licensure.
- Research the insurer: contact the BBB, the Corporation Commission, and the U.S. Department of Labor; get financial ratings from AM Best and other financial rating services; ask the Department of Insurance for complaint figures and financial information.
- Check out websites: Is there a *physical* address? Are there names of company officers? Are there *valid* phone numbers? Is there a way for you to contact the company besides email? Don't settle for a P.O. Box, voice mail or email.
- Ask questions, keep notes about who you spoke to and when, keep copies of documents, and always pay with a check or credit card.
- Research "Discount" health plans and cards carefully. They are *not* insurance and typically not government regulated. "Discount" plans have been the subject of many nationwide fraud allegations.

FIGHT FAKE INSURANCE  
STOP. CALL. CONFIRM.

### **Warning signs!**

*"If it sounds too good to be true, it probably is!"*

#### **Proceed cautiously if...**

- You get a quote that is noticeably lower than ones you've previously received.
- You receive an *unsolicited* offer, quote or advertisement by fax, phone, email or mail.
- You're told there is "*no underwriting*" or they "*take all applicants*", or if they do not ask you any questions about your current health status or prior claims experience.
- You're told the advertised price "expires" or is for a "limited time only."
- No physical address, phone numbers, or names of company officers appear on website or literature.
- The alleged insurer's name is similar to that of another well-known insurance company.
- You're told "*This insurance is not regulated by the State*" or "*This is not insurance*," but it sounds like insurance!